
From: Shyu, Maggy
Sent: Thursday, August 31, 2017 12:42 PM
To: Ragon, Derek
Cc: Nelson, Thomas; McFarland, Verne; Matthews, Anthony
Subject: FW: Hurricane Harvey

FYI

From: Valeo, Jason [<mailto:Jason.Valeo@VerizonWireless.com>]
Sent: Thursday, August 31, 2017 1:22 PM
To: Schaefer, Joe <Schaefer.Joe@epa.gov>; Hoppe, Michael <Hoppe.Michael@epa.gov>; Delgado, Eric <Delgado.Eric@epa.gov>
Cc: Duffy, Eirinn <Duffy.Eirinn@epa.gov>; Grantham, Jessica <Grantham.Jessica@epa.gov>; Beaver, William <Beaver.bill@epa.gov>; Key, Rena <Key.Rena@epa.gov>; St. Fort, Fabiola <St-Fort.Fabiola@epa.gov>
Subject: RE: Hurricane Harvey

EPA Team,

Here are a few additional updates I just received, again please do not hesitate to reach out for any assistance with this response.

Verizon's network continues to perform reliably in the wake of Hurricane Harvey. As anticipated, flood waters are impacting the entire area and commercial power is out in many places throughout Texas, but back-up generators are running and we are refueling them as needed to ensure facilities continue operating.

- Repairs to impacted network facilities are well underway, and in many cases already complete, including the deployment of microwave technology where fiber has been temporarily interrupted.
- We are deploying Unmanned Aerial Systems (drones) to survey sites and assess damage. Our network teams are staffing the 24x7 wireless command center, assessing damage and have mobilized equipment and people needed for repairs.
- We have staged additional equipment including Cells on Wheels (COWs), and Cells on Light Trucks (COLTS) to supplement service in areas of South Texas that need extra network capacity.
- We are also coordinating with state and federal emergency contacts to work through details for deploying our Wireless Emergency Communication Centers which are generator-powered mobile units on tractor trailers that have device charging and computer workstations, and wireless phones, tablets and other devices to contact

friends, family and other important contacts over the Verizon Wireless 4G LTE network.

To support the community further, Verizon has committed \$10 million in recovery aid for South Texas.

- In addition to the financial pledge, we've deployed several small portable charging trailers where people can charge their devices and make phone calls.
- Additionally, Verizon is offering support to impacted residents of Texas by offering data, text and voice relief to postpaid customers and an extra 3GB of free data to prepaid customers in South Texas counties impacted by the hurricane 8/26-9/15, a one week extension from the original announced effort.
- Verizon employees who can safely do so are working in area shelters to support those who have been displaced.
- Verizon Response Team has received 51 requests for device asset deployment and has been able to send out over 1800 device to include Smartphones, MiFis and Cradlepoint routers.
- Large assets have been deployed to the city of San Antonio to support the shelter there and we have charging stations set up in 5 other shelters as follows:
 - Dallas Convention Center, Harland Clarke, Tommie Allen (Dallas), Lively Point (Dallas), GRB (Houston)

<http://www.verizon.com/about/news/verizon-announces-three-grant-recipients-its-10-million-commitment-support-hurricane-harvey>

Regards,

Jason

From: Valeo, Jason
Sent: Monday, August 28, 2017 11:32 AM
To: Schaefer, Joe <Schaefer.Joe@epa.gov>; 'Hoppe, Michael' <Hoppe.Michael@epa.gov>; 'delgado.eric@epa.gov' <delgado.eric@epa.gov>
Cc: Duffy, Eirinn <Duffy.Eirinn@epa.gov>; 'Grantham, Jessica' <Grantham.Jessica@epa.gov>; 'Clark, Dee' <Clark.Dee@epa.gov>; Rena Key <key.rena@epa.gov> <key.rena@epa.gov>; St. Fort, Fabiola <St-Fort.Fabiola@epa.gov> <St-Fort.Fabiola@epa.gov>
Subject: Hurricane Harvey

Good Morning,

I wanted to reach out and offer any assistance Verizon can provide to your teams in Texas and Louisiana as they deal with the impact of Harvey. I have attached a document with the number to our crisis response team for any of your emergency coordinators in the impacted areas. You can have them call me direct should they need network assistance and we are standing by to expedite any orders you may need for service. Do not hesitate to reach out should you need any assistance and please feel free to forward this email to anyone you feel may potentially need our assistance during this event or as part of the recovery effort.

Regards,



Jason Valeo
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